

City of Newberg
Position Description

Position: IT Systems Administrator
Department: Information Technology

Classification: Full-time
Range: 157

Date: July, 2014

Location: City wide

GENERAL PURPOSE

Maintain and administer Windows based servers. Maintain and support applications. Perform routine maintenance, repair, and upkeep of software, computers, and computer-based equipment City wide. Provide Tier 2 repair support. Complete Information Technology Projects as assigned.

SUPERVISION RECEIVED

Works under the supervision of the Information Technology Director.

SUPERVISION EXERCISED

No supervision exercised.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Perform Server and application administration:

- Establishes system specifications by conferring with users; analyzing workflow, access, information, and security requirements; designing system infrastructure.
- Establishes computer systems by planning and executing the selection, installation, configuration, and testing of PC and server hardware, software, and operating and system management systems; defining system and operational policies and procedures.
- Maintains system performance by performing system monitoring and analysis, and performance tuning; troubleshooting system hardware, software, networks and operating and system management systems; designing and running system load/stress testing; escalating application problems to vendor.
- Secures systems by developing system access, monitoring, control, and evaluation; establishing and testing disaster recovery policies and procedures; completing back-ups; maintaining documentation.
- Prepares users by designing and conducting training programs; providing references and support.
 - Upgrades system by conferring with vendors and services; developing, testing, evaluating, and installing enhancements and new software.

Perform Database Administration:

- Identifies database requirements by interviewing customers; analyzing department applications, programming, and operations; evaluating existing systems and designing proposed systems.
- Recommends solutions by defining database physical structure and functional capabilities, database security, data back-up, and recovery specifications.
- Installs revised or new systems by proposing specifications and flowcharts; recommending optimum access techniques; coordinating installation requirements.

- Maintains database performance by calculating optimum values for database parameters; implementing new releases; completing maintenance requirements; evaluating computer operating systems and hardware products.

Maintain user log-ins and privileges.

Install software on all platforms.

Keep daily log.

Troubleshoot and diagnose system problems.

Maintain records of service provided.

Maintain a working, cooperative relationship with Staff.

Keep up to date on issues (whats new, compatibility, conflicts) relating to computers, software, hardware, and new products.

Perform others tasks as assigned.

DESIRED MINIMUM QUALIFICATIONS:

Language Skills:

Ability to read English and comprehend complex technical language. Ability to write memos and correspondence in English. Ability to effectively present information in one-to-one small group situations.

Mathematical Skills:

Ability to perform basic mathematical calculations with a high degree of accuracy.

Reasoning Ability:

Ability to apply common sense to carry out detailed, but basic, written or oral instructions in English. Ability to deal with problems involving a few concrete variables in standardized situations.

Other Skills and Abilities:

Ability to work collaboratively and establish and maintain effective working relationships with co-workers, supervisor(s), staff, students, parents and community.

Necessary Knowledge, Skills and Abilities:

Knowledge, Skills, Abilities: Excellent communication skills; proven experience operating and maintaining both WAN and LAN networks and file serving systems in a multiple site environment; experience with internet web and e-mail servers; ability to coordinate the planning, installation, and servicing of network components; ability to work cooperatively with staff to provide technical support in the use of technology; familiarity with computer equipment, software products in use in the City and related equipment; ability to interact with vendors in a positive manner while protecting the interests of the City; ability to coordinate equipment repair; ability to maintain accurate records; excellent driving record and valid drivers license required. Must be able to pass a background check.

Experience:

Three years technology experience.

Education:

High school diploma or GED with some college work.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to walk and may be continuously required to stand. The employee will frequently bend or twist at the neck and trunk while performing the duties of this job. The employee is occasionally required to reach with hands and arms and stoop, kneel, crouch or crawl. The employee continuously uses hand strength to grasp tools. The employee must be able to lift and/or move up to fifty (50) pounds. The employee may be required to sit at a desk and use a computer for long periods of time.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Works in an office environment. Able to use a multi-line telephone, operate a computer, and use other office equipment, such as network-connected copy machine with scanning, faxing, and printing features. Ability to drive to other sites and meetings.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and employment reference checks; criminal history background and national fingerprinting checks; and job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: _____

Supervisor

Approval: _____

J m Beh
Appointing Authority

Effective Date: September, 2013

Revision History: September, 2013; July 2014